

JOINT FINANCE COMMITTEE HEARING

FISCAL YEAR 2020 BUDGET



THEODORE G. MERMIGOS, JR.
DIVISION DIRECTOR

DIVISION OF CHILD SUPPORT SERVICES
Department of Health and Social Services
FEBRUARY 21, 2019
Legislative Hall, Joint Finance Committee Hearing Room

DIVISION OVERVIEW

Collect, distribute, disburse and account for child support collections from non-custodial parents to families in Delaware and across the country

Locate
non-
custodial
parents

Establish
paternity
for
children
born out-
of-wedlock

Establish
and modify
financial
and
medical
court
orders

Respond
to inquiries
from the
public,
state and
federal
partners



COLLECTIONS AND PAYMENTS

Source of Payments

Payment Types	FY 2016 %	FY 2017 %	FY 2018 %
Electronic	61%	64%	65%
Business Checks	29%	27%	27%
Personal Payment	6%	6%	5%
Other	4%	3%	3%
Total:	100%	100%	100%



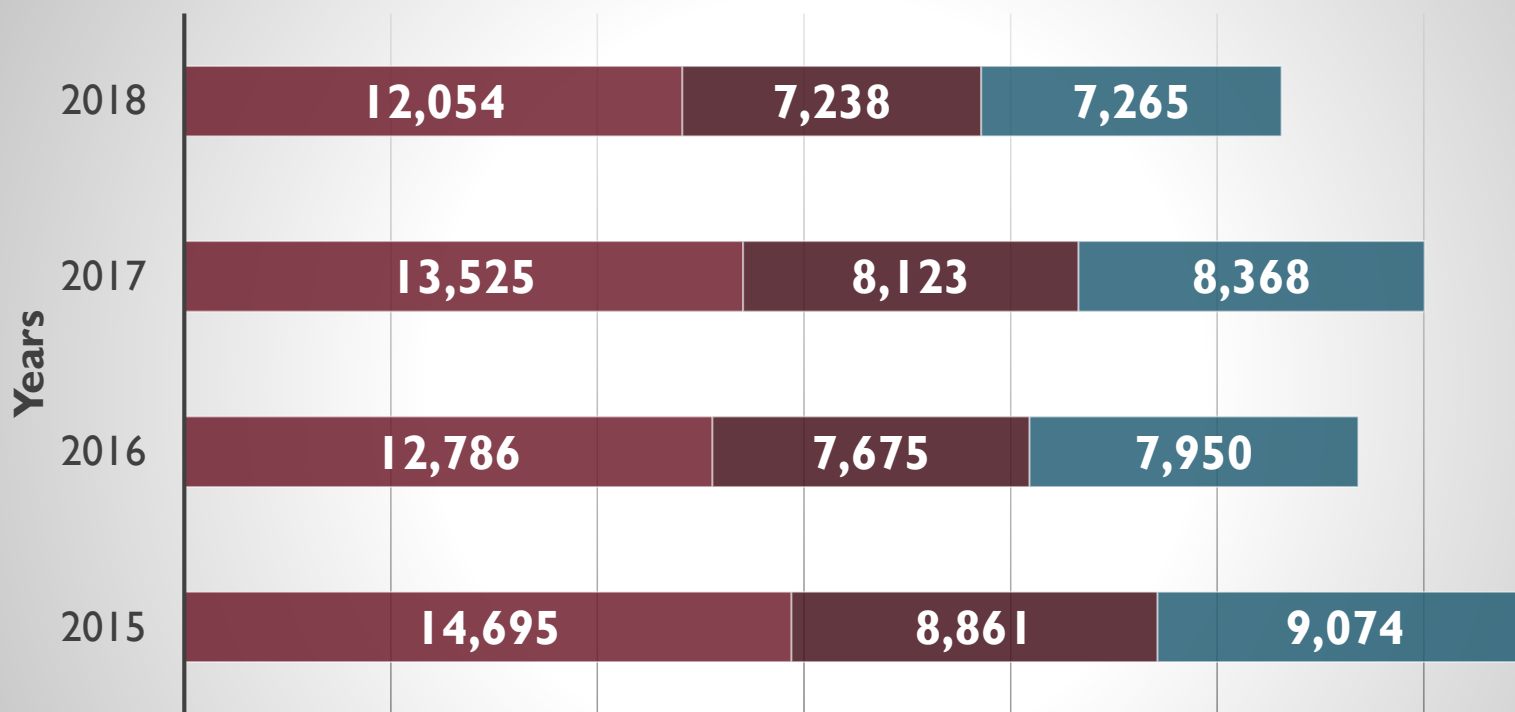
ALTERNATE PAYMENT METHODS

	iPayOnline Receipts			TouchPay Kiosks Receipts		
SFY	Total Receipts	Total \$	Increase	Total Receipts	Total \$	Increase
2016	14,272	\$2,190,194	519%	200	\$51,973	-
2017	20,031	\$3,425,711	56%	981	\$224,377	332%
2018	24,295	\$4,169,163	22%	1,104	\$262,554	17%



FACE TO FACE INTERVIEWS

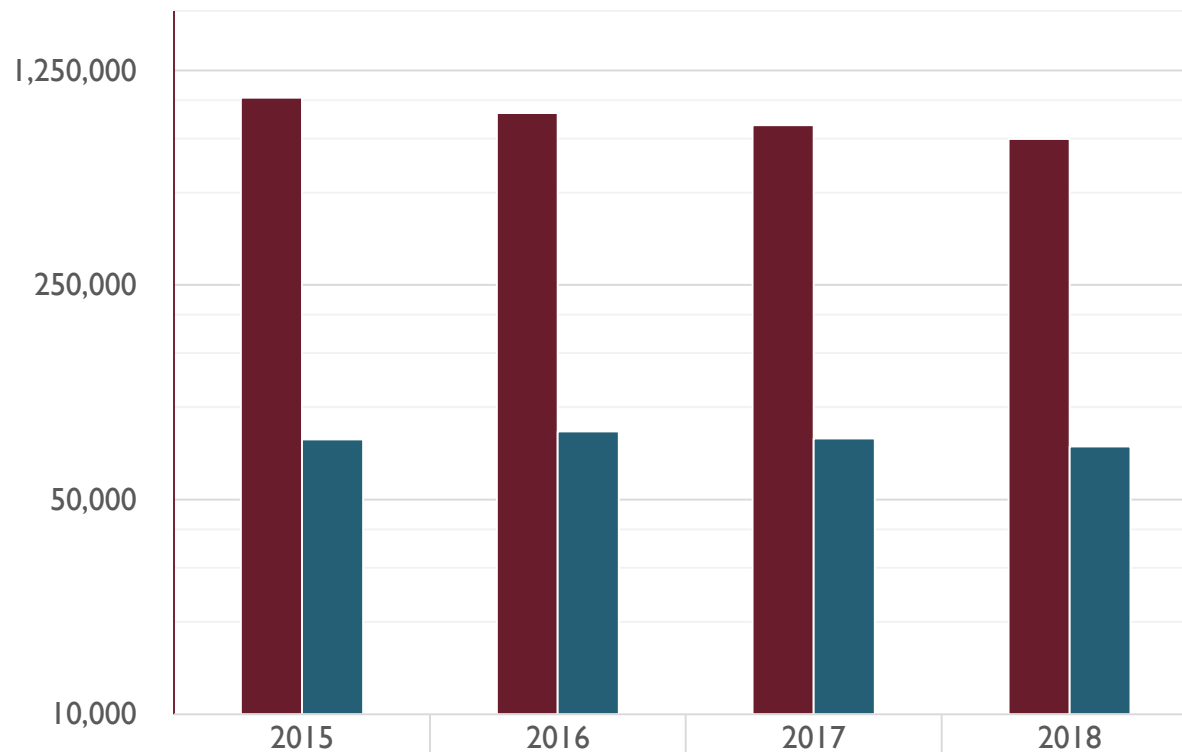
Walk-in Customers



Counties ■ New Castle ■ Kent ■ Sussex

CUSTOMER SERVICE UNIT CALLS

Number of Calls Answered



■ Automated Assistance Line
■ Customer Service Unit

1,018,993

907,286

829,840

747,294

78,578

83,347

79,137

74,396



ACCOMPLISHMENTS

Level IV Institutions- Work Release/CREST Incarcerated Individuals



ACCOMPLISHMENTS

2018 Customer Satisfaction Survey

CUSTOMER
SATISFACTION



LOOKING AHEAD

DElaware Child Support System – (DECSS)

October 3, 2018 – Five Year Anniversary of “Go Live” of the 21st Century, State of the Art Child Support System



FY 2020 GOVERNOR'S RECOMMENDED BUDGET

FY 2020 Governor's Recommended Budget (\$ in thousands)

	GF	ASF	NSF	Total
FTEs	54.7	2.5	129.9	187.1
Dollars (\$)	\$5,518.7	\$1,263.4	\$26,434.7	\$33,216.8

Budget Definitions:

GF – General Funds

ASF – Appropriated Special Funds

NSF – Non-Appropriated Special Funds

FTEs – Full Time Equivalent Positions





THANK YOU